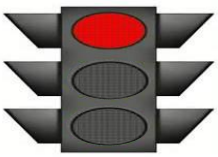
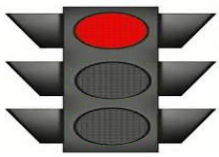
Number of Trip Cards With One or More Errors
Public Works & Assets SWMS

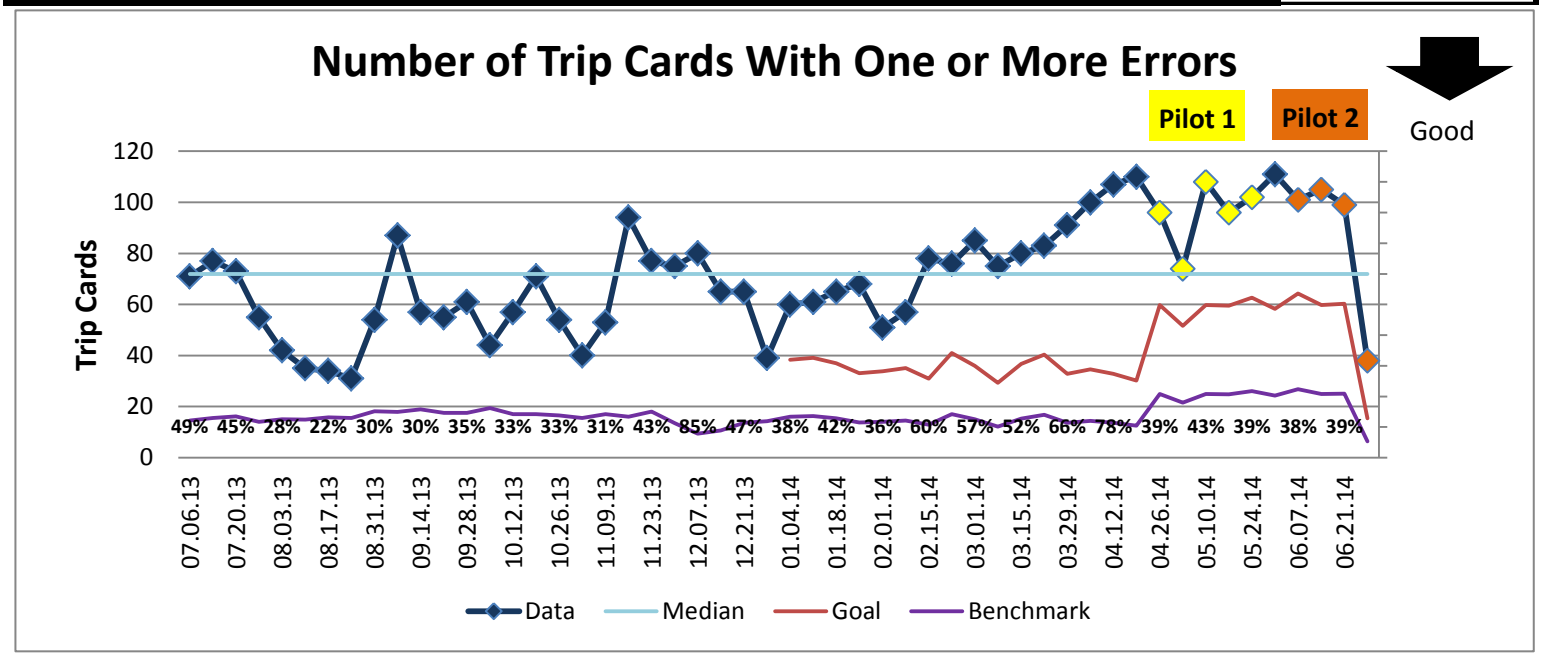
LouieStat

KPI Owner: Keith Hackett | **Process: Data Collection and Data Entry**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 28% of trip cards 2013 Goal: Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014 Benchmark: 10% error rate	Data Source: Trip Cards Goal Source: Estimate of Potential Pilot Benchmark Source: statistically acceptable	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors Why Measure: Ensure accurate data for reports & data decision making Next Improvement Step: Implement redesigned paper trip cards

How Are We Doing?

12.29.13-06.28.14 6 Month Goal	12.29.13-06.28.14 6 Month Actual		06.22.14-06.28.14 Goal	06.22.14-06.28.14 Actual	
1,113	2,177		15	38	
Trip Cards	Trip Cards		Trip Cards	Trip Cards	



Brainstormed Root Causes from LEAN project

- Too many versions of the trip card
- No differentiation between route activities versus complaints
- Too many different areas to fill out on the trip card
- Too many data entry points for Drivers
- Route assignment information gets recorded 3 different times
- Too much manual data entry